Provider Portal

USER GUIDE

www.christushealthplan.org

CHRISTUS®
Health Plan

www.christushealthplan.org
GREETINGS AND WELCOME

At CHRISTUS Health, we’re always finding new ways to improve our service for our providers. Our enhanced, secure and user-friendly provider portal is available for your convenience 24 hours a day. Popular features include the following:

- **Single Sign-On** (navigate smoothly through multiple screens)
- **Personalized Information and Services**
- **Real-Time Data View and Access**
- **Authorization Tracking and Claim Status**
- **Detailed Claim Inquiries**
- **Payment History and Check Information**
- **Member Inquiries- Membership Rosters, Eligibility, PCP and Benefit Information**
**GETTING STARTED**

**TO REGISTER AS A NEW USER**
For Office Users, enter your **Office Number** and **Access Code**.
For Vendor Users, enter your **Vendor Number** and **Access Code**.
Users will have Access Codes and Office/Vendor Numbers distributed by your provider relations representative.

Go to [www.christushealthplan.org](http://www.christushealthplan.org)
- Click on **Providers** in the navigation
- On the next page, click on the **CHP Provider Login** button

**TIP:** Click here to create a new user.

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**PROVIDER LOGIN SCREEN**

Log in to your CHRISTUS Health Plan provider portal as a provider and you will find helpful information and resources with this secure section of our website. Providers can review their claims or previously submitted authorizations, validate member eligibility and look up prior authorizations.

If you are a provider, please click on the **CHP Provider Login** or **USFHP Provider Login** button.
1. **Select user type** (Office or Vendor) and click **Select**
   - A Vendor User has only one primary role, which is to set up Office Role Users. The Vendor User is responsible for maintaining the accounts of authorized users within their office.
   - An Office User is assigned by the Vendor User. If necessary, the primary Office User is allowed to add authorized users within their office who can then utilize the secure website.

2. All required fields must be completed

3. Click on **Create Account**

**NOTE:** Upon the user’s first login with their new account, the system will require the password to be changed.
SECTION 1
VENDOR SCREENS
A vendor has only **one primary role**, which is to set up Office Role Users. The Vendor User is responsible for maintaining the accounts of authorized users within their office.

### ADDING ADDITIONAL USERS

- **Create User Name**
- **Create Password** *(note: Capital Letter/special character/number/at least 6 characters)*
- **Confirm Password**
- **First Name – (New User)**
- **Last Name**
- **Email Address** *(New User)*

### NOTE:
- Disable function available by changing status.

The claims status inquiry enables you to search, view and print an Explanation of Benefits (EOB) report of your claims.

- **Select the Claim Status Search option** *(All, Paid, Denied, etc.)* from the **Vendors Claims** tab.
- **Enter the claims information to perform the search.**

Search criteria data fields include member information and claims information, including the service date range.
My Checks enables you to search, view and print a Remittance Advice summary report of paid claims. The initial default display will be those RAs specific to the users associated with the Vendor ID. **Search by Date or by Check Number Search Criteria** (Check Type: Claim; From: Date of service From-To).

**TIP:** The Remittance Advice search window will redisplay with those Remittance Advice results meeting the criteria. Click on an individual check number.
The Remittance Advice Detail screen displays with the RA total payment amount and associated claim detail information.

All offices associated with the Vendor/TIN are viewable as a Vendor User from this screen.
The eligibility screen allows you to search, view and print member-specific health plan eligibility and enrollment information.

- Any combination of Member # /Policy #/ or Date of Birth
- Enter the Last Name, First Name
- Search

The **multiple eligibilities search** provides the option to search multiple members at one time in addition to PCP assignment.

If additional rows are needed, click the **Add Search Row(s)** button.

After entering the search criteria, click the **Search** button.
My Members tab provides each office with patient roster information. **This tab is only viewable when logged in as an Office User.**

Verify demographic information and office details.

**NOTE:** Contact your provider relations representative to update your office demographics.
This screen is used to customize user view.

- Historical Check History
- Number of Claims per page
- Member or Policy # search
- Select individual provider or multiple view

Locate a provider for your patients in order to refer within the CHRISTUS Health Network.
PRIMARY OFFICE ROLE

A provider’s office is assigned by the Vendor User. If necessary, the primary Office User is allowed to add authorized users within their office who can then utilize the secure website.

ADDING AUTHORIZED USERS

- Create User Name
- Create Password
- Confirm Password
- First Name – (New User)
- Last Name
- Email Address (New User)

NOTE: Disable function available by changing status.

OFFICE USER ROLE(S)

- Primary User’s role: manage Office User access
- Office User’s role: view access only
The claims status inquiry enables you to search and view claims.

- Select the **Claim Status Search** option from the **Office Claims** tab.

- Enter the claims information to perform the search. Search criteria data fields include member information and claims information, including the service date range.

- Search by Member Number.
The Office Authorizations status inquiry enables you to search for an authorization status.

Enter the authorization information to perform the search. The Member ID# is required as the minimum search data set.

**Search criteria** data fields include:
- Member Last Name
- Submission Date Ranges

After entering the search criteria, click the **Search** button.

1. **Select a Patient** choosing from 3 options below:
   - Member #
   - Last Name
   - First Name
   - Member’s Date of Birth

2. **Select Diagnosis Codes**
   - Select Qualifier
   - Type Code in Code Box
   - Repeat Process until Complete

3. **General Information Section**
   - Select Class (HIPPA)
   - Select Type (Initial)
   - Select Requested Effective Date
   - Select Requested Expiration Date
   - Description (specific details)

4. **Select Facility**
   - Provider Last Name or Facility Name
   - Zip Code
   - Distance
   - Provider Type
   - Sub Type
   - Specialty
   - Click Find
   - Enter the Procedure Codes and Units (facility)
**MY CHECKS**

My Checks enables you to search, view and print a Remittance Advice summary report of paid claims. The initial default display will be those RAs specific to the users associated with the Vendor ID. **Search by Date or by Check Number Search Criteria** (Check Type: Claim; From: Date of service From-To).

**CHECK ELIGIBILITY**

The eligibility screen allows you to search, view and print member-specific health plan eligibility and enrollment information.

- Any combination of Member # /Policy #/ or Date of Birth
- Enter the Last Name, First Name
- Search
The **multiple eligibilities search** provides the option to search multiple members at one time in addition to PCP assignment.

If additional rows are needed, click the **Add Search Row(s)** button.

After entering the search criteria, click the **Search** button.
Access Providers located in your office.

Verify demographic information and office details.

**NOTE:** Contact your provider relations representative to update your office demographics.
MY PREFERENCES

This screen is used to customize user view.

- Historical Check History
- Number of Claims per page
- Member or Policy # search
- Select individual provider or multiple view

OTHER PROVIDERS

Locate a provider for your patients in order to refer within the CHRISTUS Health Network.
TO REQUEST YOUR PASSWORD

If you are not able to log in to the system because you have forgotten your password:

- At the login window, click the **Forgot password?** link
- Select Type of User (Office or Vendor)
- Enter **Office** or **Vendor Number**
- Enter Access Code
- Enter Phone Number (Office User)
- Tax ID (Only Vendor User)
- Enter User Name
- On the Confirmation screen, Enter New Password, Confirm Password
- Click Reset Password

FOR ADDITIONAL ASSISTANCE, PLEASE CONTACT YOUR PROVIDER RELATIONS REPRESENTATIVE